# Job Opportunity Bulletin

Post Date: JANUARY 9, 2014

JOIN THE DDS TEAM!

For information about the

**DEPARTMENT OF** 

**DEVELOPMENTAL SERVICES** 

Please visit our website at www.dds.ca.gov

## STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST)

Salary Range: \$5,065 - \$6,660 Permanent, Full-Time

FINAL FILING DATE: UNTIL FILLED

#### **RE-ADVERTISEMENT**

If you applied for this position when it was originally advertised in July 2013, please see the revised duty statement as the duties have now changed.

The Staff ISA (Specialist) provides support for the Local Area Network and Wide Area Network infrastructure, including switches, routers, databases and file servers. The incumbent resolves complex technical problems and assists in the installation, configuration and maintenance of Windows servers. Some travel is occasionally required.

For complete duties, please see duty statement on next page.

## Position #473-071-1312-004

Mail your application to:

Please refer to:

Dept. of Developmental Services 1600 Ninth Street, MS-Q Sacramento, CA 95814 Attention: Claudia Lutz

All applications will be screened and only the most qualified will be interviewed.

### **CONTACT INFORMATION**

Name: Claudia Lutz

Number: (916) 322-7784

Email: Claudia.Lutz@dds.ca.gov

#### **REQUIRED KNOWLEDGE:**

VM Ware/Hyper V, Active Directory, and Microsoft.

#### **ADDITIONAL INFORMATION:**

This position is located in DDS' Headquarters office in Downtown Sacramento. Our office is conveniently located near public transportation, parks, restaurants, and farmer's markets.

If you are ready to be a part of our DDS team, please submit an original signed **State application (STD. 678)** AND a **Statement of Qualifications (SOQ)**.

The SOQ is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and required qualifications that qualifies them for the position. The SOQ serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length. Resumés DO NOT take the place of the SOQ.

Be sure to include the **basis of your eligibility** (list eligibility or lateral transfer) and position **#473-071-1312-004** on your application.



#### **DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 9<sup>th</sup> Street, MS-Q Sacramento, CA 95814 "Building Partnerships, Supporting Choices"

# DEPARTMENT OF DEVELOPMENTAL SERVICES INFORMATION SERVICES DIVISION CENTRALIZED IT SERVICES BRANCH NETWORK SERVICES SECTION

#### **DUTY STATEMENT**

JOB TITLE: Staff Information Systems Analyst (Specialist) POSITION #: 473-071-1312-004

**GENERAL STATEMENT OF DUTIES:** This position provides support for the Local Area Network and Wide Area Network infrastructure, including switches, routers, databases and file servers. The incumbent resolves complex technical problems and assists in the installation, configuration and maintenance of Windows servers. Provides user support, including troubleshooting, repairs, training, tracking, and installation of personal computers, peripheral equipment and data network connectivity issues. Evaluates emerging technologies; participates in process improvement initiatives; and procures monitors, computers and peripheral equipment. Coordinates with Data Center Services (OTech) on resolution of wide area network problems. Some travel is occasionally required.

**SUPERVISION RECEIVED:** Position reports to the Supervisor, Network Services Section.

SUPERVISION EXERCISED: None.

**TYPICAL PHYSICAL DEMANDS:** Occasionally required to lift and carry objects weighing up to 25 pounds. Work on a personal computer or video display terminal up to 80% of the time.

**TYPICAL WORKING CONDITIONS:** Open-spaced, partitioned offices in a smoke-free environment. Occasional statewide travel to Developmental Centers is required and will be scheduled in advance.

#### **EXAMPLES OF DUTIES:**

- 65% Network Support. Supports network computers (desktop and portable devices). Performs hardware/software problem resolution; coordinates with OTech for connectivity and security issues; configures, installs and trains staff on new hardware/software; performs repairs or reconfigurations of hardware and software. Supports VM Ware, CISCO, and CITRIX. Assists in managing user accounts, groups, mailboxes and distribution lists using Active Directory. Supports database and file servers and department email. Documents work and creats technical documentation. Performs daily network administration duties such as backup and system health monitoring.
- **20%** User Support. Provides daily technical support for the effective utilization of personal computer technology for DDS staff. Technical support duties will include: PC configurations and installations, and general troubleshooting related to network and wide area network.
- **10% Analysis**. Provides technical analyses of user requests for hardware/software enhancements, develops system documentation and corresponding user documentation as necessary.
  - **Procurement**. Analyzes user requests for hardware/software enhancements and purchases and makes recommendations. Purchases computer equipment as requested. Develops specifications for computer equipment, obtains competitive bids, completes appropriate forms for purchases, and tracks purchasing costs.